What is claimed is:

1. A method for monitoring a level of network service offered by a service provider, the method comprising the computer-implemented steps of:

receiving data defining one or more tests for monitoring the level of network service that is being provided to a particular customer;

creating and storing information defining a specific time range for when the one or more tests are to be enforced;

distributing the one or more tests to one or more agents, wherein the one or more agents are configured to communicate with devices that are associated with the network; and

configuring the devices to perform the one or more tests within the specific time range.

2. The method recited in claim 1, further including the steps of:

receiving result information based on the devices performing the one or more tests; and

creating and storing reporting information that indicates whether the customer is receiving, during the specific time range, the level of network service offered by the service provider.

3. The method recited in claim 1, wherein:

the step of receiving data defining one or more tests for monitoring the level of network service further includes the step of receiving time information

that defines the specific time range for when the one or more tests are to be enforced.

4. The method recited in claim 3, further comprising the steps of:

generating a schema based on Extensible Markup Language (XML), wherein the schema provides a template for defining a service level contract; and

wherein the step of receiving information defining the one or more tests includes the step of receiving data defining a service level contract based on said schema.

5. The method recited in claim 1, further comprising the steps of:

generating, at a server, interface data for defining a service level contract; and

communicating the interface data to a client that is remote from said server, wherein the interface data allows users to define specific times for monitoring the level of service that is being provided by the service provider.

6. The method recited in claim 1, wherein:

the step of configuring the devices includes the step of configuring the devices to perform the one or more tests only within the specific time range.

7. A computer readable medium carrying sequences of instructions for monitoring a level of network service offered by a service provider, the sequences of instructions including instructions for performing the steps of:

receiving data defining one or more tests for monitoring the level of network service that is being provided to a particular customer;

creating and storing information defining a specific time range for when the one or more tests are to be enforced;

distributing the one or more tests to one or more agents, wherein the one or more agents are configured to communicate with devices that are associated with the network; and

configuring the devices to perform the one or more tests within the specific time range.

8. The computer readable medium recited in claim 7, further comprising instructions for performing the steps of:

receiving result information based on the devices performing the one or more tests; and

creating and storing reporting information that indicates whether the customer is receiving, during the specific time range, the level of network service offered by the service provider.

9. The computer readable medium recited in claim 7, wherein:

the step of receiving data defining one or more tests for monitoring the level of network service further includes the step of receiving time information that defines the specific time range for when the one or more tests are to be enforced.

10. The computer readable medium recited in claim 9, further comprising instructions for performing the steps of:

generating a schema based on Extensible Markup Language (XML), wherein the schema provides a template for defining a service level contract; and

wherein the step of receiving information defining the one or more tests includes the step of receiving data defining a service level contract based on said schema.

11. The computer readable medium recited in claim 7, further comprising instructions for performing the steps of:

generating, at a server, interface data for defining a service level contract; and

communicating the interface data to a client that is remote from said server, wherein the interface data allows users to define specific times for monitoring the level of service that is being provided by the service provider.

12. The computer readable medium recited in claim 7, wherein:

the step of configuring the devices includes the step of configuring the devices to perform the one or more tests only within the specific time range.

13. A network device configured for monitoring a level of network service offered by a service provider, comprising:

a network interface;

a processor coupled to the network interface and receiving information from the network interface;

a computer-readable medium accessible by the processor and comprising one or more sequences of instructions which, when executed by the processor, cause the processor to carry out the steps of:

receiving data defining one or more tests for monitoring the level of network service that is being provided to a particular customer;

creating and storing information defining a specific time range for when the one or more tests are to be enforced;

distributing the one or more tests to one or more agents, wherein the one or more agents are configured to communicate with devices that are associated with the network; and

configuring the devices to perform the one or more tests within the specific time range.

14. The network device recited in claim 13, further including the steps of:

receiving result information based on the devices performing the one or more tests; and

creating and storing reporting information that indicates whether the customer is receiving, during the specific time range, the level of network service offered by the service provider.

15. The network device recited in claim 13, wherein:

the step of receiving data defining one or more tests for monitoring the level of network service further includes the step of receiving time information that defines the specific time range for when the one or more tests are to be enforced.

16. The network device recited in claim 15, further comprising the steps of:

generating a schema based on Extensible Markup Language (XML), wherein the schema provides a template for defining a service level contract; and

wherein the step of receiving information defining the one or more tests includes the step of receiving data defining a service level contract based on said schema.

17. The network device recited in claim 13, further comprising the steps of:

generating, at a server, interface data for defining a service level contract; and

communicating the interface data to a client that is remote from said server, wherein the interface data allows users to define specific times for monitoring the level of service that is being provided by the service provider.

18. The network device recited in claim 13, wherein:

the step of configuring the devices includes the step of configuring the devices to perform the one or more tests only within the specific time range.

19. A network device configured for monitoring a level of network service offered by a service provider, comprising:

means for receiving data defining one or more tests for monitoring the level of network service that is being provided to a particular customer;

means for creating and storing information defining a specific time range for when the one or more tests are to be enforced;

means for distributing the one or more tests to one or more agents, wherein the one or more agents are configured to communicate with devices that are associated with the network; and

means for configuring the devices to perform the one or more tests within the specific time range.

20. The network device recited in claim 19, further including:

means for receiving result information based on the devices performing the one or more tests; and

means for creating and storing reporting information that indicates whether the customer is receiving, during the specific time range, the level of network service offered by the service provider.